

Warranty and Service Information Manual 2015

For Western Europe

MMD Customer Care and Service Department

Region: Europe, Middle East and Africa

February 22nd, 2015

PHILIPS

Index

1. Information and Warranty

1. Introduction
2. Philips Monitors Identity and Segmentation
3. General Warranty Period (B2C and B2B line)
4. Dead on Arrival Period (DOA)
5. Pixel Policy
6. What is excluded?
7. Out of Warranty (OOW)

2. Service Region

1. Service Region with PickUp, Repair & Return
2. Swap Service (Onsite Swap or Advanced Swap)

3. How to contact Customer Support

1. When Customer Service is needed
2. How to contact Customer Service via www.philips.com
3. How to contact Customer Service via the Warranty and Service Information Manual

Warranty and Service Information Manual 2015 for Western Europe

I. Introduction and Warranty

1.1- Introduction

All of our Philips LCD Monitors are designed and manufactured to the highest standards and deliver high-quality performance, ease of use and ease of installation.

In case you encounter any difficulties while installing or using your Philips LCD Monitor, we recommend that you first consult the operating instructions or the information in the support section of www.philips.com or on the CD-ROM. Secondly, contact your System Integrator who had installed your Philips LCD Monitor, your Dealer or Retailer for further assistance.

Our Philips Customer Service Representatives will provide you with additional service when needed.

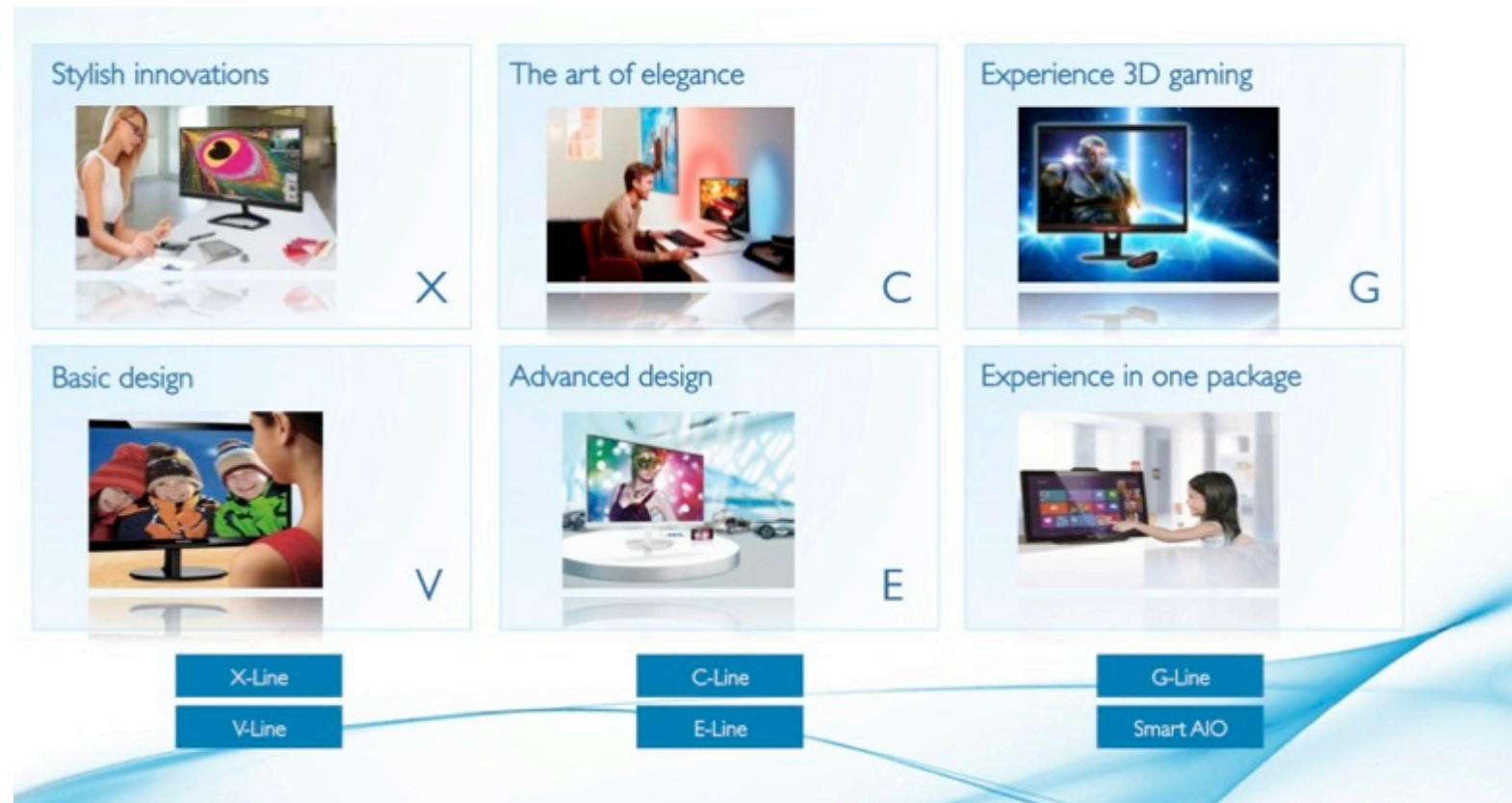
1.2.1 - Philips Monitors Identity and Segmentation for B2B line

Philips monitors offer the most advanced solutions for your business and the environment. Built-in energy saving technologies effortlessly reduce costs all day long.



1.2.2 - Philips Monitors Identity and Segmentation for B2C line

Enjoy amazing performance and excellent value with the home monitor range from Philips.
The sleek lines and stunning design make our monitors a stylish addition to any room.



I.3.1 - General Warranty Period for C, E, G, X,T, V and Smart AIO line (B2C)

*Subject to local warranty conditions by law.

We are offering a **24 months*** warranty begins on the date of your purchase. In case of a missing proof of purchase (POP), the warranty period is considered to have started from the date of manufacturing indicated on the product or from the serial number of the product and will end after 27 months.

If any defect due to faulty materials and/or workmanship occurs within your warranty period, we will make arrangements for the following service scenario within the warranty period:

I. **PickUp, Repair and Return Service and/or Carry-In** (refer to you region on **page 14, 15**)

I.1 - Your original product will be repaired;

I.2 - If option I.1 is not possible, an upgraded model within the same product line will be offered after your approval;

I.3 - If option I.2 is not possible, an alternative model will be offered after your approval.

I.3.2 - General Warranty Period for S, B, P, Cloud Base and Clinical line (B2B)

*Subject to local warranty conditions by law.

We are offering a **36 months*** warranty begins on the date of your purchase. In case of a missing proof of purchase (POP), the warranty period is considered to have started from the date of manufacturing indicated on the product or from the serial number of the product and will end after 39 months.

If any defect due to faulty materials and/or workmanship occurs within your warranty period, we will make arrangements for the following service scenario within the warranty period:

- I. **Swap Service** (refer to your region on **page 16 ~ 17**)
 - I.1 - Your original unit will be replaced with the same model;
 - I.2 - If option I.1 is not possible, an upgraded model within the same product line will be offered after your approval;
 - I.3 - If option I.2 is not possible, an alternative model will be offered after your approval;
 - I.4 - If you would like to receive back your original product instead of a replacement unit, a Pickup, Repair and Return or a Carry-In service can be offered.

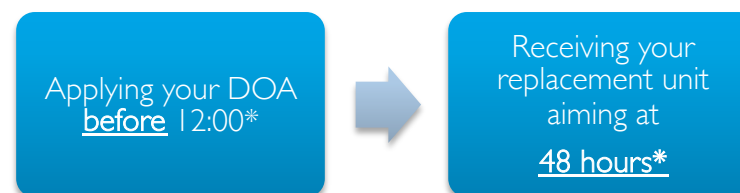
1.4 - Dead on Arrival (DOA) Period

***Subject to local warranty conditions by law.*

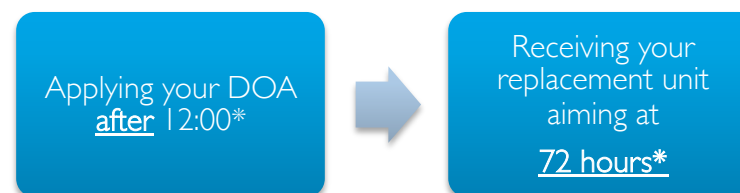
We are offering a DOA period of **7 calendar days****, beginning on the date of your purchase. A proof of purchase (POP) must be provided for you to apply for a DOA request and your defective product must be returned completely in the original box with all the accessories included.

In case of a justified DOA claim, the same product as the defective product will be offered to you as a replacement.

We have the right to claim the costs for any missing parts or any other Customer Induced Damage (CID) which we receive.



Turn Around Time



**during business days*

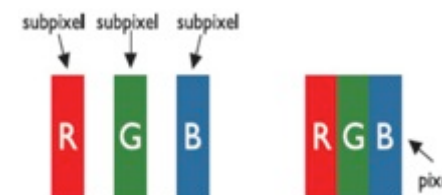
1.5 – Pixel Policy – ISO 9241-307 Class I

This Pixel Policy explains the different types of pixel defects and defines acceptable defect levels for each type. To obtain service within the warranty period, the number of pixel defects on your product's panel must exceed our Pixel Policy levels.

We strive to deliver the highest quality products and therefore use some of the industry's most advanced manufacturing processes and practice stringent quality control. However, pixel or sub pixel defects on LCD Monitor panels are sometimes unavoidable. No manufacturer can guarantee that all panels will be free from pixel defects, but we guarantee that any LCD Monitor with an unacceptable number of defects will be repaired or replaced under warranty.

Types of Pixel and Sub Pixel

- Bright Full Pixel: all 3 Sub Pixel Red Green Blue are permanently lit, which creates a Bright Full Pixel
- Black Full Pixel: all 3 Sub Pixel Red Green Blue are permanently unlit, which creates a Black Full Pixel
- Sub Pixel: all other combinations of lit and dark Sub Pixels appear as other colors



Types of Pixel Defects

- Bright Dot Defects: appear as a Full Pixel or Sub Pixel that remains permanently lit, resulting in a white or colored dot on a Black background.
- Black Dot Defects: appear as an Full Pixel or Sub Pixel that remains permanently unlit, resulting in a black or colored dot on a White background.

	Defect Type 1 Bright Full Pixel	Defect Type 2 Black Full Pixel	Defect Type 3 Bright Sub Pixels	Defect Type 4 Black Sub Pixels	Defect Type 5 Total Sub Pixels
Acceptable Level	1	1	3	5	5

1.6 - What is excluded?

Your warranty applies when the product has been handled properly for its intended use and in accordance with the operating instructions. Your warranty does not cover for the losses consequent in nature, including but not limited to loss of data or loss of business. Your warranty does not apply if:

- ! The proof of purchase (POP) documents have been altered in any way or made illegible;
- ! The model- and/or serial number on the product has been altered, removed or made illegible;
- ! Unauthorized service organizations or persons have carried out repairs or product modifications and alterations;
- ! The defect is caused by abuse or misuse of the product or by environmental conditions that are not in conformance with the recommended operations of the product;
- ! The defect is caused by connection to peripherals, additional equipment or accessories other than those recommended in the user manual;
- ! The defect is caused by an external enclosure, assembled around the product which has not been recommended in the user manual;
- ! The product has been damaged - including but not limited to damage by pets, lightning, abnormal voltage, water or fire, natural disaster or transport accident;
- ! The product is defective due to wear of parts, which can be considered as consumable parts by their nature;
- ! The product does not function properly because it was not originally designed, manufactured, approved and/or authorized for the country where you use the product, which might occur in instances where the product has been purchased in another country other than that of its intended use.

1.7 - Out of Warranty (OOW)

After your warranty period, we can offer you a **Out of Warranty** service or a repair solution via our Certified Service Centre if you wish to make use of this service.

Please contact our Philips Customer Service Centre and a Philips Customer Service Representative will forward your request to an Certified Service Partner in your country.

Our Certified Service Partner will contact you with an estimate quotation for a service or a repair solution for you to decide accordingly.

If the Certified Service Partner cannot perform a repair solution under the offered repair quotation, we will find alternative solutions for you if possible up to 60 months (5 years) from the manufacture date, which you can find on the product label of your monitor.

Warranty and Service Information Manual 2015 for Western Europe

2. Service Region

2.1.1 – Service Region for C, E, G, X,T, V and Smart AIO line (B2C)

Sales Region: Western Europe



✓ A Pickup, Repair & Return (PUR) Service will be offered in the following countries for our B2C Line:

1. Austria
2. Belgium
3. Denmark
4. Finland
5. France*
6. Germany
7. Ireland
8. Italy
9. Luxembourg
10. Netherlands
11. Norway
12. Portugal
13. Spain
14. Sweden
15. Switzerland
16. United Kingdom

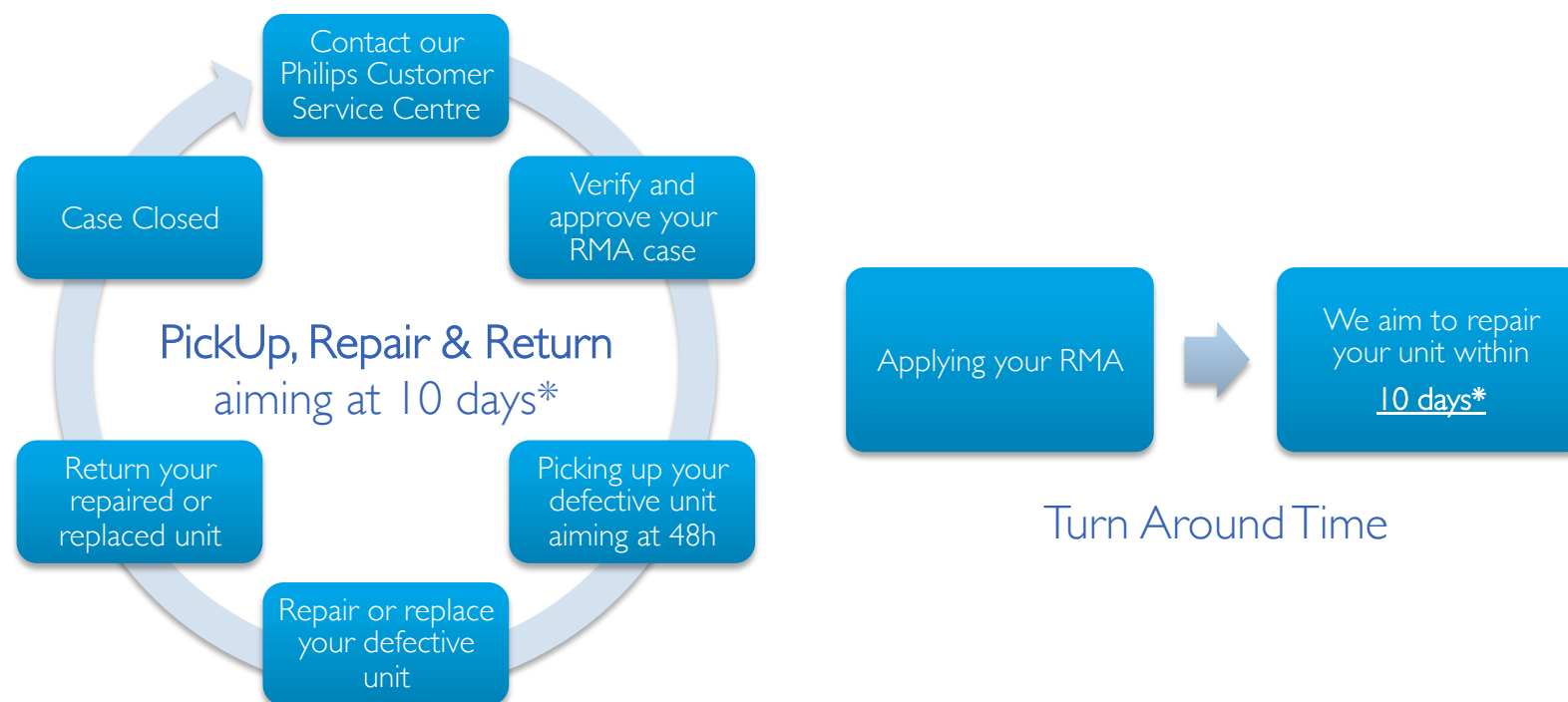
*Note: Pickup, Repair & Return Service is limited to **mainland Europe***

**Please refer to your local point of sales for more information for service outside mainland Europe e.g., Departements d'Outre Mer (DOM) and Territoires d'Outre Mer (TOM)*

2.1.2 – Service Scenario and Process Time

Pickup, Repair & Return (PUR) Service for C, E, G, X,T, V, Smart AIO line (B2C)

Applies for the following countries: Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Luxemburg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, United Kingdom



Note: Do not include your original accessories.
Any loss of accessories will not be covered or compensated!

**during business days*

2.2.1 – Service Region for S, B, P, Cloud Base and Clinical line (B2B)

Sales Region: Western Europe

✓ A Onsite Swap Service will be offered in the following countries for our B2B Line:

1. Austria
2. Belgium
3. Denmark
4. Finland
5. France*
6. Germany
7. Ireland
8. Italy
9. Luxembourg
10. Netherlands
11. Norway
12. Portugal
13. Spain
14. Sweden
15. Switzerland
16. United Kingdom

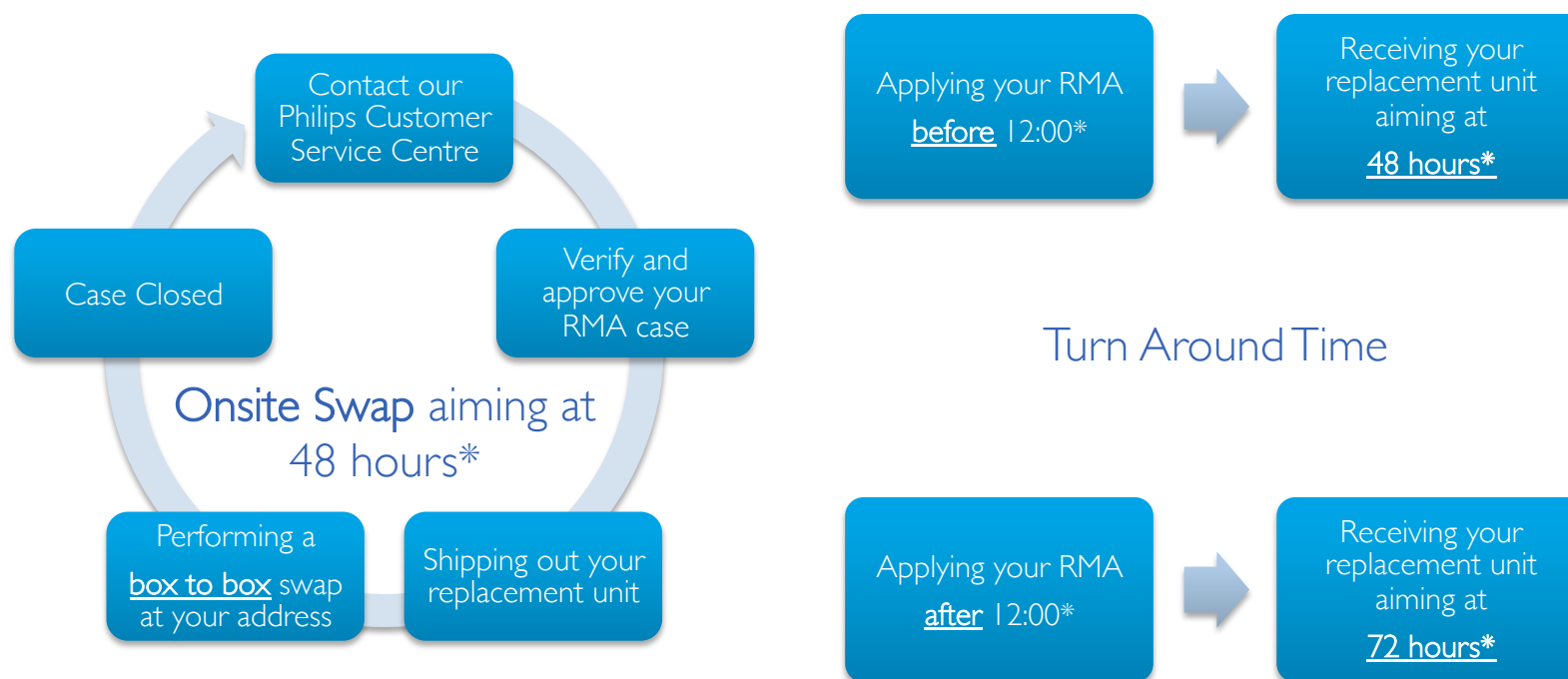
Note: Swap Service is limited to **mainland Europe** and will be subject to availability for **islands** and **highlands**.

*Please refer to your local point of sales for more information for service outside mainland Europe
e.g., Departements d'Outre Mer (DOM) and Territoires d'Outre Mer (TOM)

2.2.2 – Service Scenario and Process Time

Onsite Swap Service for S, B, P, Cloud Base and Clinical line (B2B)

Applies for the following countries: Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, United Kingdom



Note: If an Onsite Swap isn't available in any situation, an Advanced Swap service will be offered to you instead.

Note: Do not include your original accessories.
Any loss of accessories will not be covered or compensated!

*during business days

PHILIPS

Warranty and Service Information Manual 2015 for Western Europe

How to contact Customer Support

3.1 - When Customer Service is needed

A PMON (RMA) number (Return Material Authorization) will be issued after your case has been accepted for warranty service.

In order to avoid unnecessary inconvenience, we advise you to follow the following steps before contacting a Philips Customer Service Representative:

- Read the operating instructions carefully
- Consult the support section of www.philips.com
- Consult the user manual support section on the CD-ROM
- Consult your System Integrator or your Dealer

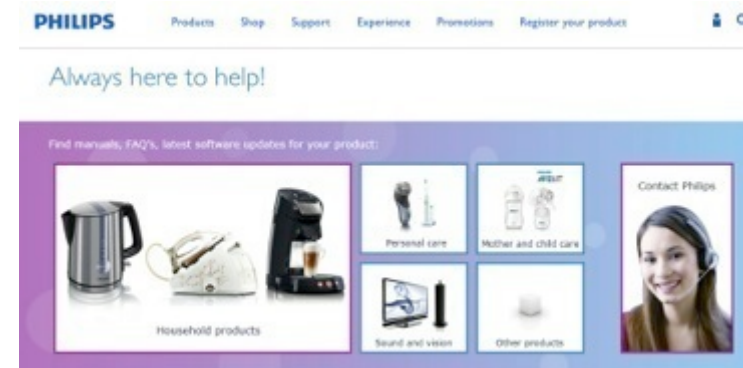
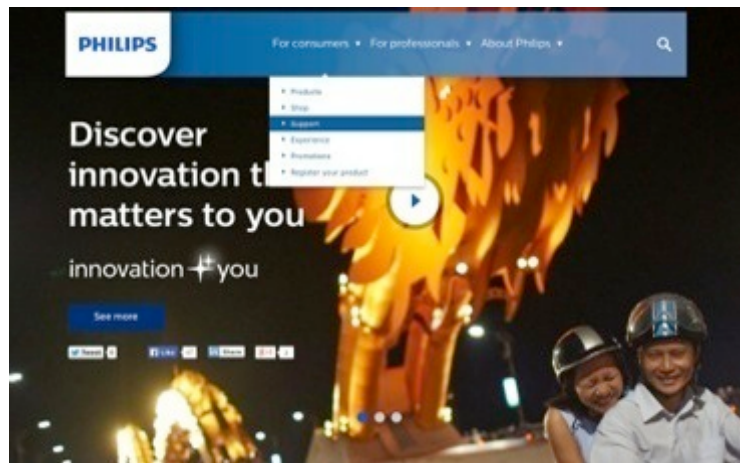
To obtain service within the warranty period please contact the Philips Customer Service Centre. Contact details of the Philips Customer Service Centre can be found on www.philips.com or the hotline list, which can be found in this document.

To be able to help you efficiently when you contact a Philips Customer Service Representative, please have the following items available:

- The original invoice or cash receipt, indicating the date of purchase, dealer name and model number of the product;
- Your product serial number, which can be found on the back or bottom of the product.

3.2.1 - How to contact Customer Service

www.philips.com

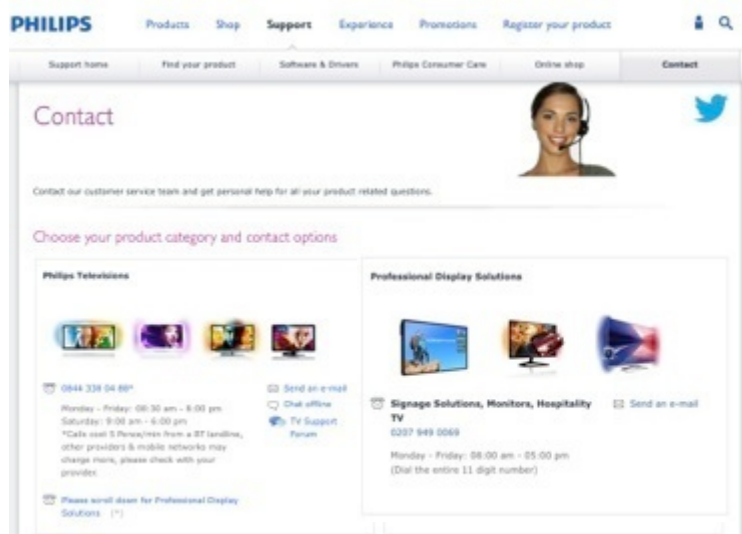


1. Go to www.philips.com
2. Choose **For consumers** and press on **Support**

3. Press on **Contact Philips**

3.2.2 - How to contact Customer Support

www.philips.com



- Choose the product category and contact for **Signage Solutions and Monitors**
- Standard opening hours between are 9:00 – 18:00

No	Western Europe	Hotline Number
1.	Austria (€ 0,07)	(+43) 1502842133
2.	Belgium (€ 0,06)	(+32) 27007360
3.	Denmark (local tariff)	(+45) 3525 8761
4.	Finland (local tariff)	(+358) 9 2290 1908
5.	France (€ 0,09)	(+33) 157324070
6.	Germany (€ 0,09)	(+49) 696 6404383
7.	Ireland (Local tariff)	(+353) 1 601 1161
8.	Italy (€ 0,08)	(+39) 245287030
9.	Luxembourg (local tariff)	(+352) 26 84 30 00
10.	Netherlands (€ 0,10)	(+31) 10 428 9533
11.	Norway (local tariff)	(+47) 2270 8250
12.	Portugal (toll free)	0800 780 902
13.	Spain (local tariff)	(+34) 915909335
14.	Sweden (local tariff)	(+46) 8 632 0016
15.	Switzerland (local tariff)	(+41) 2 2310 2116
16.	United Kingdom (local tariff)	(+44) 207 949 0069



Thank You